# RightFAX User Instructions
Updated March 24, 2010

Sending a FAX from Outlook

To send a fax from Outlook, simply create a new email message. In to TO: field, specify the fax number and the person's name using the following format:
**[fax:name@number]**

An example would be: **[fax:Raj Nagra@457-1003]**

The dash in the phone number is optional. For local calls, the 559 area code is also optional. Any text on the Subject line will appear on the cover sheet. Any text in the body of the email will appear as additional page(s) after the cover sheet. Any attached documents would be converted and would be the remaining pages. Text in the body of the email is not required, nor is any text in the Subject line. It is recommended to put a short note in the Subject line for the recipient. A list of supported file types that can be attached is at the bottom of this document. All users with a valid City email account can send faxes in this way. Here is a screen shot of a new message being sent to a fax number:
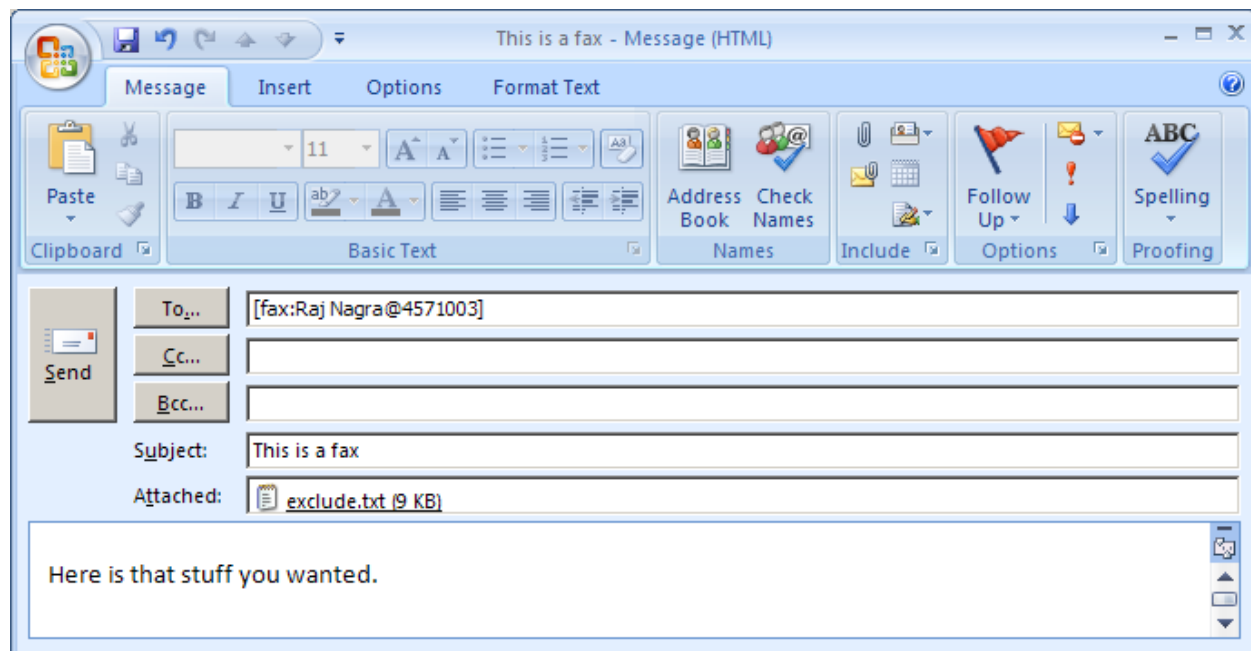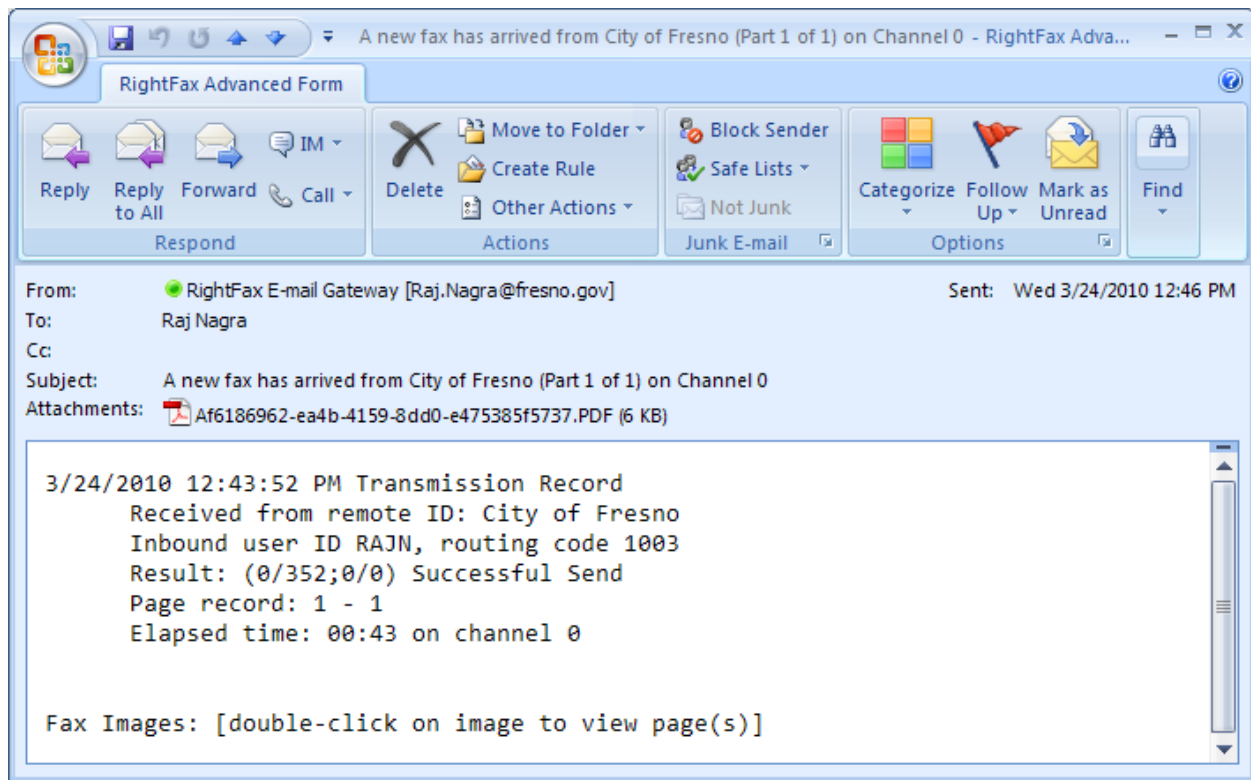

Assuming the attachment was one page, the above would send a three page fax, cover sheet with subject line, one page for the body and one for the attachment.

To send the item to multiple recipients, add them to the TO: line. You can mix fax recipients with email recipients, though all recipients need to be separated by a semi-colon (just like a standard email). Once sent, you will receive an email back stating whether or not the system sent the message. If it was not able to send the fax, the reason would be included in the message body. Here is a sample of the message returned stating the fax was sent successfully:
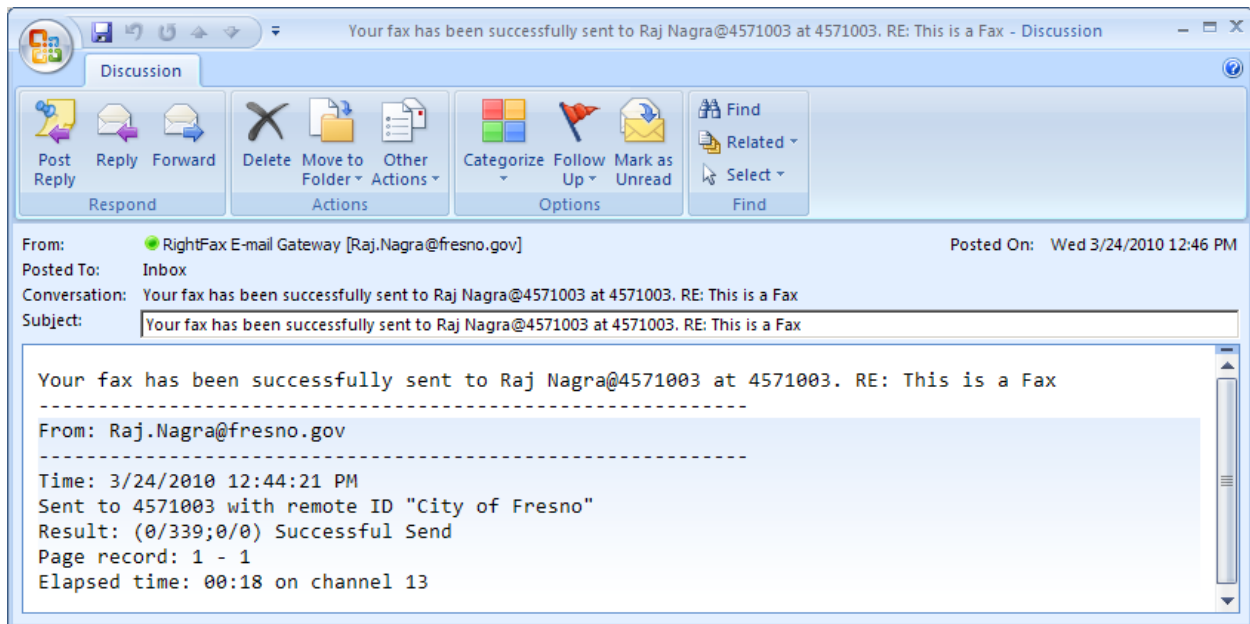
Incoming Faxes

If you have a RightFAX number assigned to you, you can receive faxes electronically. Incoming faxes received by the RightFAX system are converted to a PDF file, which is then emailed to your City email account. An incoming message looks something like this:

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3/24/2010 12:43:52 PM Transmission Record
        Received from remote ID: City of Fresno
        Inbound user ID RAJN, routing code 1003
        Result: (0/352;0/0) Successful Send
        Page record: 1 - 1
        Elapsed time: 00:43 on channel 0


Fax Images: [double-click on image to view page(s)]
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If you are going to setup any rules to process these messages, the From: field will always contain "RightFax E-Mail Gateway". You can also use the Subject line in a rule, for incoming faxes, it will always begin with "A new fax has arrived from". If you need assistance with creating rules in Outlook, contact the Help Desk.

Supported File Formats

The RightFAX server will convert attached documents automatically, as long as the attachment is one of the supported types listed below. All you have to do is attach the document to the email and the server will do the rest. If you have a document format that is not listed here, please contact the Help Desk.

Application or file format	Supported versions
ANSI text (7 & 8 bit)	All versions
ASCII text (7 & 8 bit)	All versions
BMP	Windows versions
DCX (multi-page PCX)	Microsoft Fax
EPS	If TIFF image is embedded
GIF	All versions
HTML	Versions through 4.0
JPEG (includes EXIF)	All versions
Lotus 1-2-3 for SmartSuite	SmartSuite 97, Millennium, and Millennium 9.8
Microsoft Excel	Versions 2000 through 2007
Microsoft PowerPoint	Versions 2000 through 2007

Application or file format	Supported versions
Microsoft Rich Text Format (RTF)	All versions
Microsoft Visio (.VSD files)	2000 through 2007
Microsoft Word	2000 through 2007
Microsoft WordPad	All versions
Microsoft Works	Versions through 8.0
PCX bitmap	All versions
Portable Document Format *	All versions
Post Script	All versions
TIFF CCITT Group 3 & 4	All versions
Unicode Text	All versions
UUEncode	No specific version
UTF-8	No specific version
WordPerfect Graphics (WPG and WPG2)	Versions through 2.0